

Tennessee Bureau of Workers' Compensation
Administrative Services Assistant 4
(Case Management Coordinator)

General Description:

The Case Management Coordinator position is located in Nashville, Tennessee. The Case Management Coordinator will educate medical case managers regarding the new case management rules, assist case managers with implementing the rules, and monitor compliance.

Case Management helps coordinate the medical treatment to employees for their work-related injuries. A Case Manager can assist in obtaining medical treatment and seeks out the most cost-effective treatment without compromising the patient's quality of care.

Responsibilities:

- Maintaining the workers' compensation system (WCS) requirements of registration, registration updates, including working with the IT liaison to develop edits necessary for an active status. These edits will now include initial registration fees, renewal registration fees, and TN specific CEU credits annually. Accept and process registration payments.
- Verify and update the WCS master listing for the medical provider registry and the hospital listing when a case manager or UR nurse is unable to complete a closure form.
- Investigate complaints from parties against case managers. Report findings and discuss resolution with Medical Director or his designee.
- Accept and investigate questions and concerns about notification and closure form submissions through the E-portal system.
- Revise the notification and closure forms for case management and review them annually.
- Complete Access spreadsheet for case manager tracking and contact information.
- Be able to back up the Utilization Review appeal process as needed.
- Be involved in the education and implementation of vocational recovery initiatives and programs.
- Be the primary contact for information and education concerning the new medical case management rules.

Minimum Qualifications:

Education and Experience: Graduation from an accredited college or university with a bachelor's degree AND experience equivalent to four years of full-time increasingly responsible professional staff administrative work.

Substitution of Experience for Education: Qualifying full-time increasingly responsible sub professional, paraprofessional, or professional experience may be substituted for the required education on a year-for-year basis, to a maximum of four years.

Substitution of Education for Experience: Additional graduate coursework in public administration, business administration, or other acceptable field may be substituted for the required experience, on a year-for-year basis, to a maximum of two years.

Essential knowledge, skills, and abilities:

Competencies:

- Integrity and Trust
- Decision Quality
- Process Management
- Written Communication
- Action Oriented
- Listening

Knowledge:

- Customer and Personal Service
- Administration and Management

Skills:

- Critical Thinking
- Active Listening
- Service Orientation
- Speaking
- Time Management
- Active Learning
- Instructing

Abilities:

- Oral Comprehension & Expression
- Written Comprehension & Expression
- Problem Sensitivity
- Deductive & Inductive Reasoning
- Speech Clarity

Please respond with a resume and a copy of your certification or transcript by September 23, 2016 to:

Suzy.Douglas@tn.gov

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